

Application for Child Support Services

Custodial Parent Request



**Arkansas Office of
Child Support Enforcement**

Application For Child Support Services

This document contains important information, including explanations about the Office of Child Support Enforcement (OCSE) policies and services, and instructions to complete the Application for Child Support Services found in the back of this booklet.

For more information about OCSE please visit our web site at www.childsupport.arkansas.gov.

OCSE Will Provide The Following Services

- Find a noncustodial parent;
- Establish paternity for a child;
- Establish an order for financial and medical support;
- Collect child support payments;
- Modify your present child support order.

You May Apply For Services If...

- You are the child's parent, legal guardian or caretaker; and
- The child for whose benefit you are seeking services is under 18 years of age or is attending high school.

Application Fee Required

A nonrefundable fee of \$25 is charged to process your application and open your case.

You do not have to complete this application and pay a \$25 fee if you or your child is currently receiving Medicaid, ARKids 1st A or B, or Transitional Employment Assistance (TEA). Please notify your Department of

Health and Human Services (DHHS) or Medicaid caseworker that you would like free child support services; a case will be referred to us for you.

If you are not a recipient of the services listed above, complete an application for each noncustodial parent and include a \$25 application fee for each case.

OCSE Will Choose The Best Methods Available To Work Your Case

Each case is different. We will carefully study your case to decide which methods will be most effective. Depending on laws, policies and your individual case, we may:

- Contact the noncustodial parent;
- Withhold child support from wages;
- Instruct an employer to enroll a child on a noncustodial parent's health insurance policy;
- Withhold child support from unemployment and worker's compensation benefits;
- Suspend a driver's, commercial driver's, recreational, occupational, business or technical license;
- Intercept a tax refund;
- Report the debt to credit bureaus;
- Garnish or freeze bank accounts or other assets; and
- Use other legal actions and collection remedies.

OCSE cannot address custody or visitation issues.

Court Orders

Include a certified copy of the original child support order with your application. If the original order has been modified (changed) one or more times, we also need certified

copies of all of the modified orders, especially if the orders are not from an Arkansas court.

Pay Records

Also, include a certified copy of the child support pay record. You can get the pay record from the Clerk of the Court in the County/State where the order was filed.

Please include a statement listing all payments you received directly from the noncustodial parent.

Paternity Establishment

If you ask us to establish paternity for a child, we need a copy of the child's birth certificate. If both parents signed an Acknowledgment of Paternity, we need a copy of that form.

Copies of these forms are available at the Vital Records agency in the state where the child was born.

Medical Support

Federal regulations require OCSE to establish and/or enforce medical support for children receiving child support services unless the child has adequate health care coverage other than Medicaid or AR Kids 1st. If the child/ren are enrolled in a health care plan, you must provide the health insurance information on the application form and then check whether or not you want OCSE to pursue medical support. Medical support enforcement services will be provided to you unless you indicate you do not wish to receive those services on your application **and** you provide proof of health care coverage for the child/ren other than Medicaid or AR Kids 1st.

Child Support Guidelines

The Arkansas Supreme Court has established guidelines for setting support awards. The amount of support due will be based on the noncustodial parent's ability to pay according to these guidelines.

You may request review of your court order once every three years. If the amount of support ordered is different than the amount that should be paid according to the guidelines and there has been at least a 20% or \$100 per month gross income change in the noncustodial parent's gross income, OCSE will initiate action necessary to change the court order.

A significant change in circumstances is required before OCSE will conduct a review more often than once every three years. Additionally if, pursuant to Act 337 of 2003, the noncustodial parent notifies OCSE of an increase in income and there has been a change in income as described above, OCSE will seek modification of the support obligation. See your caseworker for more information.

The Cost Of Child Support Enforcement Services

If you choose to receive child support enforcement services you will be charged fees for those services, unless you receive TEA cash benefits, Medicaid or ARKids 1st A or B benefits for your child. The amounts charged help to partially defray the cost to the State of Arkansas and the taxpayers of providing those services to you.

In addition to the application fee discussed earlier, a base cost of \$18.00 is assessed for each month in which a child support payment is received in your case. If no payment is received, you are not charged for

that month. If legal action is required to establish or enforce the child support obligation in your case, a fee is charged to you for the services provided to you.

Additionally, the actual cost paid by OCSE for services such as paternity testing, IRS tax refund or administrative offset, court costs, filing fees, and transcripts of trials or depositions will be charged to your case.

If the Court orders the noncustodial parent to pay court costs and attorney fees, or for the cost of paternity testing, OCSE will take action to collect those costs and fees and reimburse you for any amounts you have paid under your contract with OCSE.

Please see the cost recovery schedule on page 6 for a detailed explanation and the amount of the fees and costs that may be charged to your case.

Fees and costs for services are withheld from any support collected on your behalf at a rate of 13% of the amount collected each month or the actual fees and costs due in your case, whichever is less. Any amount due over the amount actually withheld will continue to be subject to and collected at the maximum 13% rate.

If you have any questions regarding any fees or costs assessed, please contact the caseworker assigned to your case. He or she has the best information and should be able to fully answer your question.

Legal Representation

OCSE attorneys do not represent either party, but rather the State's interest in seeing that the children receive the support to which they are entitled. You are not required to hire a private attorney, but you may choose to do so. OCSE will work with

your attorney, unless you instruct us to close your child support case. You or your attorney must contact us before taking any action that may affect your case. You or your attorney must give us copies of any documents or court orders that affect your child support case.

The noncustodial parent may also hire an attorney. Inform us immediately if you get letters or documents from the noncustodial parent or his/her attorney.

We Will Keep Accurate Records Of Child Support Payments

After your case is open, the noncustodial parent or their employer must send all child support payments to the Arkansas Child Support Clearinghouse.

Collections will be disbursed to you for the amount of the current support plus any past due support owed to you. Any child support due but not paid during the period in which you received TEA is owed to the State. Federal Tax Refunds intercepted will be applied first to any debt owed to the State as a result of past TEA or Foster Care payments made to you or on behalf of your child. Payments from any other source will be distributed to current support and past due obligations owed to you first. Monies collected in excess of what is owed to you will be distributed to the debt owed to the State.

Some noncustodial parents owe support to more than one household. When these parents do not make a full monthly payment, each household receives an amount equal to its percentage share of the total owed.

While OCSE makes every effort to correctly post and apply payments to your case,

situations do occur that can result in money being sent to you that you are not entitled to keep. If you receive money that you are not entitled to keep or the IRS takes back a tax refund paid on your case, you will be notified as soon as OCSE knows of the problem. If an overpayment occurs in your case, OCSE will outline repayment options that you may choose so that you can return the money in a way that is easiest for you and your particular situation. Those options may include returning the payment in full or permitting OCSE to recover the payment by withholding a portion of the child support payments received in your case until the money is paid back. **The child support services that you will receive will not be affected by your choice regarding any requested repayment.** In all cases, Ark. Code Ann. § 19-2-305 requires OCSE to take all appropriate actions necessary to recover the money. If you fail to make arrangements to return the money that you are not entitled to keep, OCSE may take legal action against you.

We Protect Your Privacy

Your privacy is protected by State and federal laws and regulations. OCSE will not give information about you to the noncustodial parent or other people without your permission or proper notification as required by Ark. Code Ann. § 9-14-210, unless ordered to do so by a court.

We may, as required by State or federal law, provide information about your case to other agencies, such as welfare agencies, child support agencies in other states.

Your Social Security number may be used to identify your case. When you sign the Application for Child Support Services, you give us permission to use your Social Security number as an identifier. The disclosure of your Social Security number is

mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.

Customer Service

The Office of Child Support Enforcement is committed to providing the highest possible level of service to its customers. Each office is staffed with dedicated, caring employees. Should you have any question or concern regarding your case, please contact the caseworker assigned to your case. He or she is the person most knowledgeable about your case and should be able to address any question you may have.

As with any business, issues may come up which are difficult to resolve. If your caseworker is unable to answer your question or concern to your satisfaction, you may request an administrative review of your case. An office manager will conduct a review. You will be asked to submit your concern in writing. A brochure entitled “Case Review Request” is available for your convenience in each office, as well as on the OCSE website. You may also request an administrative review in letterform.

The office manager will review your case thoroughly and provide a written response detailing his or her findings and any necessary action that will be taken to address your concerns. That written response will be mailed to you within ten days of receipt of your request.

In addition to the informal process above, if your concern is about the receipting, processing, and reissuance of a child support payment through the Arkansas Child Support Clearinghouse, you may also submit a claim to the Arkansas State Claims Commission. A complaint form is available

and you may request a copy and instructions on how to file the complaint from the Arkansas State Claims Commission, 101 East Capitol Ave., Ste 410, Little Rock, AR 72201; phone: (501) 682-1619.

You May Close Your Child Support Enforcement Case

If you want to close your enforcement case, send a written request to your local OCSE office. When we receive your request, we will close your case. **Your payments will continue to be processed through the Arkansas Child Support Clearinghouse.**

If you owe us for legal services or fees, you must pay all costs in full before your case will be closed. We have the right to continue collection efforts on your case until the State's costs are recovered.

OCSE May Close Your Child Support Case

OCSE may close your case if:

- You intentionally withhold important information;
- You accept child support payments directly from the noncustodial parent;
- You fail to cooperate in completing required forms or providing requested information; or
- You move and do not leave a forwarding address or phone number. We will mail a closure letter to your last known address. If you do not respond to the letter, we will close your case. You will be responsible for reimbursing OCSE for any unpaid legal costs.

Payment Information Available By Phone

You can call 24 hours a day, seven days a week and receive information about your payments. Call 1-800-264-2445. Or you may access your payment information by using OCSE Webpay at www.childsupport.arkansas.gov.



OCSE Cost Recovery Schedule

Costs are charged to a recipient of child support services in all nonpublic assistance cases. The current rate of deduction is the lesser of the actual costs assessed or 13 % of the amount collected each month. Fees or the costs for services generated because of a breach by the noncustodial parent of an agreement or a court order will be incorporated into the request for relief and reduced to judgment in favor of OCSE against the noncustodial parent. OCSE cost schedule is as follows:

Application Fee per noncustodial parent - \$25.00. The application fee shall be a flat fee that will be paid by the applicant at the time the application for services is submitted. The application fee is nonrefundable and non-reimbursable.

Base Cost - \$18.00. Includes overhead costs and activities other than legal services. The base cost is charged for any month that OCSE receives a child support payment on your account.

Initiation of Legal Action - \$80.00 - Assessed when a complaint, motion or petition with summons, order and citation, affidavit and arrest warrant or notice/order of hearing is prepared and forwarded to the clerk for processing in all cases (child support, paternity, interstate, criminal nonsupport, and contempt).

Out-of-Court Settlement - \$100.00. Assessed when the initiated court action is resolved prior to court appearance in all cases.

In-Court Settlement - \$150.00. Assessed when the initiated court action is resolved at the court appearance without trial.

Trial - \$250.00. Assessed when the initiated court action is resolved by the court after a hearing is held.

Miscellaneous - \$100.00 per hour. Assessed to reflect legal preparation such as research, interviewing witnesses, preparation of extraordinary pleadings or legal briefs, preliminary appearances (pre-trial conference), arraignment or pre-trial discovery (interrogatories, requests, depositions).

Actual costs will be assessed, based on actual costs incurred by the agency for monies expended for transcripts of trials or depositions, service of process fees, HLA Chemical tests, DNA Genetic Tests, filing fees, and all other court costs.

Financial Institution Levy Fee - \$35.00. This fee will be charged for each levy which results in a monetary recovery from a participating financial institution.

Federal Offset Fee - \$25.00 – This fee will be charged for Federal Offsets each year there is an assessment. (CFR 303.72(i)(2))

Arkansas Child Support Enforcement Offices

Office Address	Phone	Counties Served
Batesville Extension Office 250 S. Broad St. Ste. 201, P. O. Box 3881 Batesville, AR 72503	870-698-2752 888-422-4780	Cleburne, Fulton, Independence, Izard, Stone
Benton Regional Office 318 Edison, Ste. 4, Benton, AR 72015	501-860-6162 888-707-6273	Grant, Hot Spring, Saline
Berryville Extension Office 803 Champlin St., P. O. Box 637 Berryville, AR 72616-0637	870-423-2979	Carroll, Newton, Searcy
Blytheville Extension Office 1102 Byrum Rd., P. O. Box 28 Blytheville, AR 72316-0028	870-763-5970	Mississippi
Camden Extension Office 151 Adams SE, P. O. Box 580 Camden, AR 71701-0580	870-837-1838 800-300-6897	Calhoun, Cleveland, Dallas, Ouachita
Conway Extension Office 317 Oak St., P. O. Box 2260 Conway, AR 72033-2260	501-329-1721 800-564-4111	Faulkner Van Buren
El Dorado Regional OCSE 307 American Road, Ste. 140, P. O. Box 570 El Dorado, AR 71731-0570	870-862-9785	Columbia Union
Fayetteville Regional Office 122 N. Bloomington, Ste. A, P. O. Box 769 Lowell, AR 72745	479-770-5443	Benton Madison Washington
Forrest City Regional Office 3945 N. Washington, P. O. Box 1855 Forrest City, AR 72336-1855	870-633-7745 866-633-7745	Cross, Lee, Monroe, St. Francis, Woodruff
Hope Regional Office 2711 N. Hazel St., P. O. Box 1261 Hope, AR 71802-1261	870-777-8400 800-770-8401	Hempstead, Howard, Little River, Nevada, Pike, Sevier
Hot Springs Extension Office 110 Olive St., Ste 200, P. O. Box 1800 Hot Springs, AR 71901	501-321-1561	Clark Garland
Jonesboro Regional Office 600 S. Main St., P. O. Box 1874 Jonesboro, AR 72403-1874	870-972-5510 888-390-5510	Craighead Greene Poinsett
Little Rock Regional Office 400 E. Capitol, P. O. Box 8057 Little Rock, AR 72203	501-371-5400	Pulaski Perry
Lonoke Extension Office 107 Jefferson, P. O. Box 499 Lonoke, AR 72086-0499	501-676-2736	Lonoke
McGehee Extension Office 504 Hwy 65 N McGehee, AR 71654	870-222-4818 866-222-4525	Chicot Desha

Office Address	Phone	Counties Served
Mena Extension Office 806 10 th St. Mena, AR 71953	479-394-6339 800-553-4752	Montgomery Polk Scott
Monticello Regional Office 428A W. Gaines Monticello, AR 71655	870-367-8763 800-358-3026	Ashley Bradley Drew
Pine Bluff Regional Office 2081 Olive St., Ste 6B, P. O. Box 5809 Pine Bluff, AR 71603	870-534-5271	Jefferson Lincoln
Pocahontas Extension Office 101 E. Broadway Pocahontas, AR 72455	870-892-4911 877-744-7770	Clay, Jackson, Lawrence, Randolph, Sharp
Russellville Regional Office 800 E. Main, Ste. A Russellville, AR 72801	479-968-7051 800-342-5512	Baxter, Boone, Conway, Johnson, Marion, Pope, Yell
Searcy Regional Office 2701 E. Race, Ste. 2, P. O. Box 590 Searcy, AR 72145-0590	501-268-6164 800-647-1677	Prairie White
Stuttgart Extension Office 211 S. Leslie St., P. O. Box 970 Stuttgart, AR 72160-0970	870-673-2721	Arkansas
Texarkana Extension Office 210 N. State Line Ave., Ste. 400 Texarkana, AR 71854	870-772-3443 866-213-6643	Lafayette Miller
Van Buren Regional Office 3132 Alma Blvd. Van Buren, AR 72956	479-471-8855 800-219-0134	Crawford, Franklin, Logan, Sebastian
West Helena Extension Office 648 N Sebastian, P. O. Box 2502 W. Helena, AR 72390-0502	870-572-3545 800-304-4844	Phillips
West Memphis Extension Office 310 Mid Continent Plaza, Ste. 500 W. Memphis, AR 72301	870-735-8976	Crittenden





Application and Contract for Child Support Services

Complete the application for OCSE services and include the \$25 application fee to open a case. If the information on your application is accurate and complete, work on your case will begin quickly.

Be sure to sign the application and contract. Unsigned and incomplete applications or contracts will be returned to you. The disclosure of your Social Security number is mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.

Mail or bring the signed application and the signed Contract for Child Support Services with a check or money order for the \$25 fee (no cash) to your local child support office. The original signed contract will be retained in your file; please retain a copy for your files. Be sure to attach court orders, Orders of Protection, pay records, and birth or paternity records. The local offices are listed on page 7 and 8.



You do not have to complete the application and contract if you are currently receiving cash assistance from the Transitional Employment Assistance (TEA) program, Medicaid or ARKids 1st A or B. **Contact your Department of Health and Human Services (DHHS) caseworker for a referral for free child support services.**

Contract For Child Support Services

The applicant hereby and herein:

1. Authorizes the agency to assign legal counsel of its choice to act on behalf of the agency and applicant's assigned interest, and be the attorney of record for the agency to establish paternity and/or a monthly support obligation, and to enforce payment of such obligation. The attorney does not represent the applicant. There is no attorney/client relationship created between the applicant and the attorney.
2. Understands that the OCSE attorney represents the State's interest in having children adequately supported and in collecting overdue support. The applicant retains the right to employ separate private counsel.
3. Agrees that the agency shall have the right to collect from the noncustodial party both current and past due support payments in the amount provided by the support order.
4. Agrees that the agency, rather than the Applicant, shall have any and all rights, title and interest in any and all property belonging to the noncustodial parent against which a claim may be placed for the collection of child/spousal support.
5. Agrees to forward to OCSE any and all support payments which he or she receives directly from the noncustodial parent after the date of acceptance of this application and contract.
6. Agrees to notify OCSE of any changes in the applicant's address.
7. Agrees to notify OCSE of any Court action which may change or affect the support order.

8. Agrees that the agency retains all rights to enforce and collect child support arrearages and child support judgments in an amount equal to any unreimbursed Transitional Employment Assistance (TEA) grant which the applicant received prior to this contract regardless of the termination of this contract.
9. Agrees to reimburse the agency for costs pursuant to the OCSE Cost schedule. A copy of the OCSE cost schedule was provided to the applicant with this contract for services and is incorporated herein by reference. Such costs shall be deducted from support collected at a rate not to exceed 13% of the total amount collected or the actual fees and costs due, whichever is less. Applicant understands that in interstate cases the responding state may charge additional costs.
10. The Applicant acknowledges that if situations occur where money is received to which the Applicant is not entitled, the money must be returned voluntarily to OCSE, or, as required by state law Ark. Code Ann. § 19-2-305, OCSE will take the appropriate actions necessary to recover that money. Any decision made regarding the method of recovery of the money **will not preclude or affect child support services being provided to you by OCSE.**

The agency herein:

1. Agrees to provide assistance in establishing a support obligation and paternity if needed, and/or collecting support on behalf of the applicant's minor children in such amount as is, or may be, provided for by a support order.
2. Agrees to assign legal counsel for establishment, collection and enforcement of child support (including paternity establishment), and medical insurance premiums. The agency undertakes no representation of the applicant on custody, visitation or any other legal issues. Applicant retains the right to employ separate private counsel to represent applicant on any and all issues.
3. Agrees that the applicant retains the right to hire private counsel to represent his/her interests in any issue.
4. Agrees to exercise reasonable effort to establish an obligation and to make collections of child support on behalf of the applicant's children and spousal support on behalf of applicant, if included in an existing child support order.
5. Agrees to post and disburse, within two business days, amounts collected on behalf of the applicant less the deduction for costs as specified herein. **EXCEPTION:** disbursement of collections made through offset of tax refunds will be made in the month following the month in which the collection is received. Federal tax refunds may be delayed up to six months if the refund was based on a joint return.

This contract shall remain in full force and effect until all costs incurred on applicant's behalf have been recovered, or, if no unrecovered costs exist for a period of not more than 90 days following written notice of termination by either party. **EXCEPTION:** The State may exercise its right to collect support arrearages accrued during any period of time the applicant received TEA until the debt to the State is satisfied regardless of the cancellation or termination of this contract.

Date

Signature of Applicant for Services

Office of Child Support Enforcement

Office Use Only	
Date Requested:	_____
Date Provided:	_____
Fee Paid _____	Date Received: _____
Receipt #: _____	Case ID: _____

Application for Child Support Services **Custodial Parent Request**

Information About You	
Name	_____
Address	_____
City and Zip	_____
Mailing Address	_____
City and Zip	_____
Phone	Home () Work ()
Social Security Number*	Date of Birth
Employer Name	_____
Address	_____
City and Zip	_____
Are you currently receiving SSI, SSA/SSD, VA Benefits, or Worker's Compensation? If yes, please circle all that apply.	
Do you receive, for yourself and /or the children listed below, TEA, Medicaid, or ARKids 1 st A or B? If yes, please circle all that apply and provide your case number.	
Are you currently married? If yes, please provide the following information: Date of marriage: _____ Name of current spouse: _____	
Do you have an attorney representing you on any matter related to the other parent? If yes, please provide the following information about the attorney: Name: _____ Address: _____ Phone number: _____	
What is your relationship to the child/ren?	
Are you or your children under an Order of Protection? If yes, please provide a copy of the order.	

Information About The Other Parent	
Name	
Address	
City and Zip	
Mailing Address	
City and Zip	
Phone	Home () Work ()
Social Security Number*	Date of Birth
Employer Name	
Address	
City and Zip	
Physical Description of the other parent: Eye Color _____ Hair Color _____ Height _____ Weight _____ Race _____ Marks (tattoos, scars etc.) _____	
What are the names of the mother and father of the other parent (even if deceased)? Father's full name: _____ Mother's full maiden name: _____	
Does the other parent currently receive SSI, SSA/SSD, VA Benefits, or Worker's Compensation or TEA? If yes, please circle all that apply.	
Has the other parent ever been in the military? If yes, what branch?	Has the other parent ever been in jail or prison? If yes, where?
Does the other parent drive a car? Year Make/Model License Number State	
If the other parent is currently unemployed, please provide the information for the last known employer to the best of your knowledge: Company name: _____ Address: _____ Phone: _____	
Is the other parent currently married? If yes, list name of the current spouse:	
Is the other parent represented by an attorney? If yes, please provide the following information about the attorney: Name: _____ Address: _____ Phone: _____	
Please list any other information that you feel will help OCSE in working your case. For example: professional, business, or a commercial driver's license; other names he or she may use; or address where his or her parents reside.	

Information About The Children

Please provide the information requested below for each child for whom you are seeking services.

Name(First, Middle, Last)	Sex	Date of Birth	Social Security Number*	Place of Birth (County & State)	Paternity Acknowledgment Signed at Hospital? Yes/No

Medical Insurance Information

Do you have health insurance that will cover the child/ren listed above?

If yes, please provide the following information:

Name of Insurance Company: _____

Address, City and Zip: _____

Policy Number: _____

Subscriber Number: _____

(Circle one) **I do** / **I do not** want OCSE to establish and/or enforce medical support for the children listed above.

Your Legal Status With The Other Parent

(circle one)

- Married Date married: _____
- Separated Date legally separated: _____
- Divorced Date divorced: _____ Courthouse where divorce filed: _____
- Relative How are you related? _____
- No Relation

Has the other parent been ordered by the Court to pay child support?

If Yes, dollar amount _____ Weekly, monthly, bi-weekly (circle one)

Amount of back support owed: _____ as of _____ (date)

Date and amount of last payment: _____

Signature _____ Date _____

You may bring your completed contract and application together with a \$25 application fee to the local child support office or mail to:

OCSE, P.O. Box 8133, Little Rock AR 72203

Be sure to attach:

- Any Court Orders, Orders of Protection and payment records
- A copy of the Acknowledgment of Paternity, if one was signed

*The disclosure of your Social Security number is mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.

Notes